

Heartland

Cash
Register
Express

PAX Store and Forward Guide

Rev 03/2020

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Date	Doc Version	Author	Summary
03/27/2020	1.0	BG	Initial release

Overview

PAX **Store and Forward** (SAF) offers merchants the ability to continue business operations in the case of internet loss or loss of connection with the credit processor. You can easily enable or disable this function in CRE settings. PAX also offers controls to help balance loss mitigation with business sales.

Requirements

- ▶ Must be running CRE 13.1012 or higher
- ▶ Must be using a PAX S300 Pinpad (cannot be used in conjunction with UIC tablet)
- ▶ Must process credit cards via Heartland
- ▶ Must have these Heartland credentials:
 - License ID
 - Site ID
 - Device ID
 - User Name
 - Password

Please note: By opting to use **SAF**, merchants acknowledge and accept the risk of financial loss resulting from offline processing since there is no guarantee that stored transactions will be approved.

Setup Instructions

Configure SAF in PAX BroadPOS

In order to process offline, PAX devices must be configured as described here:

- ▶ **Allow Store&Forward:** Enabled
- ▶ **SAF Mode:** Offline On Demand
- ▶ **SAF Upload Mode:** Silent Auto Upload
- ▶ **Delete SAF Confirmation:** with Prompt
- ▶ **Auto Upload Interval Time:** 100

Other settings such as **Ceiling** amounts and **HALO** amounts can be set based on the merchant's requirements. These controls will allow a cap to be put on offline sales, either per transaction, or total for the day.

If you have any questions about this process, or require assistance verifying settings, please contact [PAX Support](#) or [Product Ops Integration](#).

hpsptc	BIN File	EMV	Full Integration	Industry
EDC	Receipt	Tip	Misc	Communication
Card Type	BroadPOS			

Store and Forward	
Allow Store&Forward	Enabled
SAF Mode	Offline On Demand
Max Number	1000
Total Ceiling Amount	0.00
Visa Ceiling Amount	0.00
MasterCard Ceiling Amount	0.00
AMEX Ceiling Amount	0.00
Diners Ceiling Amount	0.00
Discover Ceiling Amount	0.00
JCB Ceiling Amount	0.00
enRoute Ceiling Amount	0.00
Other Ceiling Amount	0.00
Visa HALO Amount	0.00
MasterCard HALO Amount	0.00
AMEX HALO Amount	0.00
Diners HALO Amount	0.00
Discover HALO Amount	0.00
JCB HALO Amount	0.00
enRoute HALO Amount	0.00
Other HALO Amount	0.00
SAF Upload Mode	Silent Auto Upload
Auto Upload Interval Time (100ms)	100
Delete SAF Confirmation	with Prompt

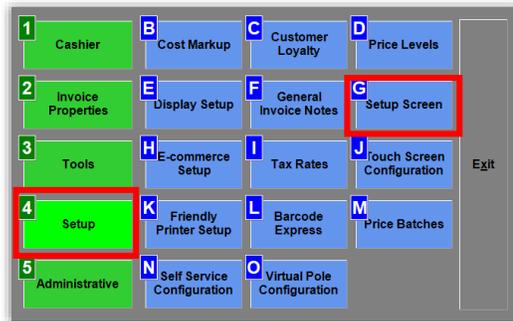
Fast Payment Service

Industry Features

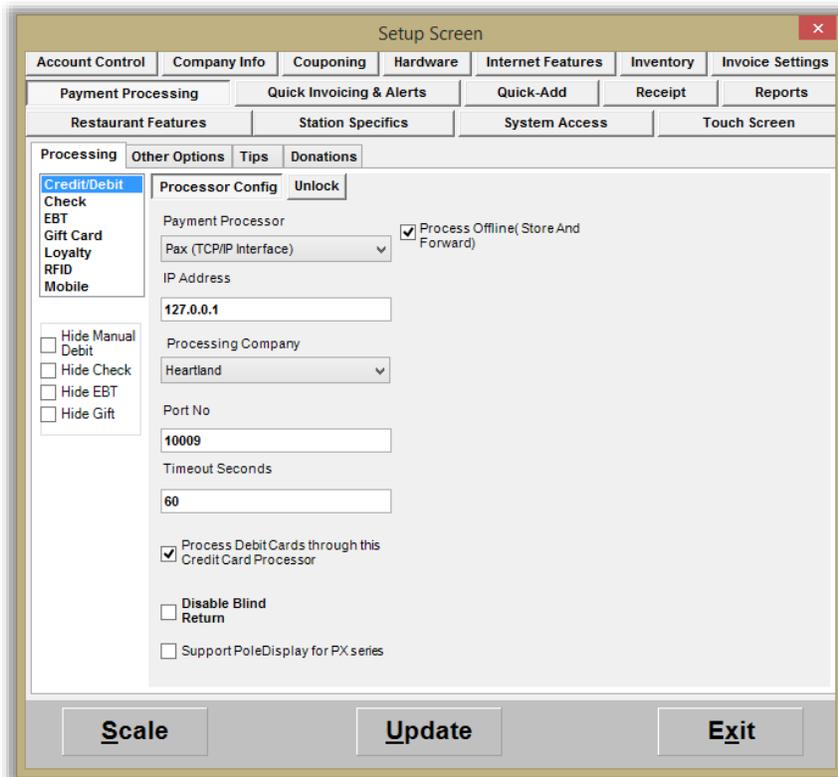
Enable / Disable SAF in CRE

Switch to Offline

- 1 Select **Manager** or **Options** and enter credentials if prompted.
- 2 Select **Setup | Setup Screen**.



- 1 Go to the **Payment Processing** tab. Under **Payment Processor**, you should have either **PAX (TCP/IP Interface)** or **PAX (Serial Interface)**, depending on your setup.



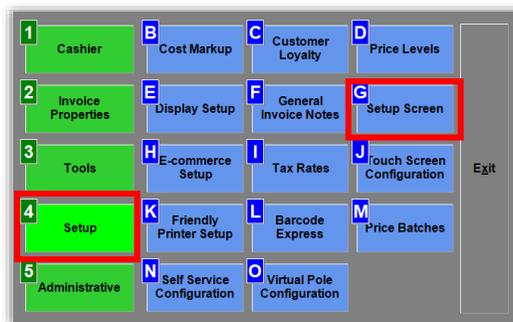
- 2 Check the **Process Offline (Store and Forward)** box and click **Update**.
- 3 Close and restart CRE at **ALL STATIONS** to effect the change.

While in offline mode, CRE will display a red banner with an offline notification and transaction count, as pictured here:

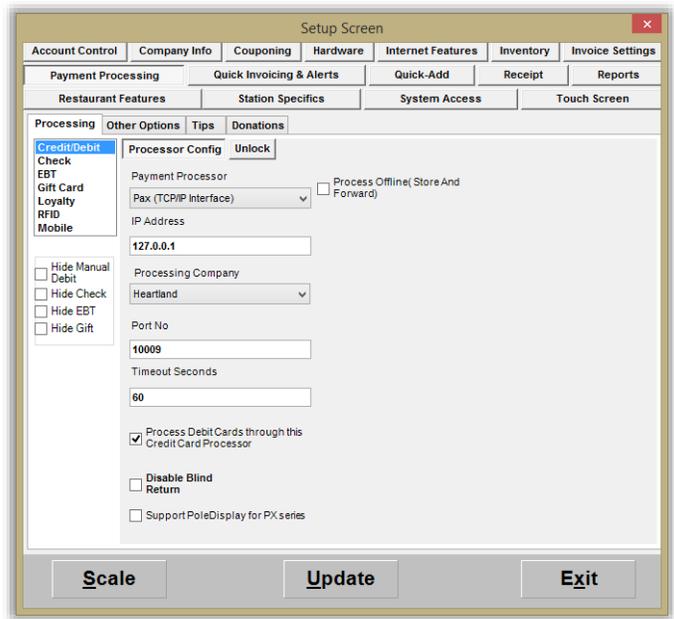


Switch to Online

- 1 Select **Manager** or **Options** and enter credentials if prompted.
- 2 Select **Setup** | **Setup Screen**.

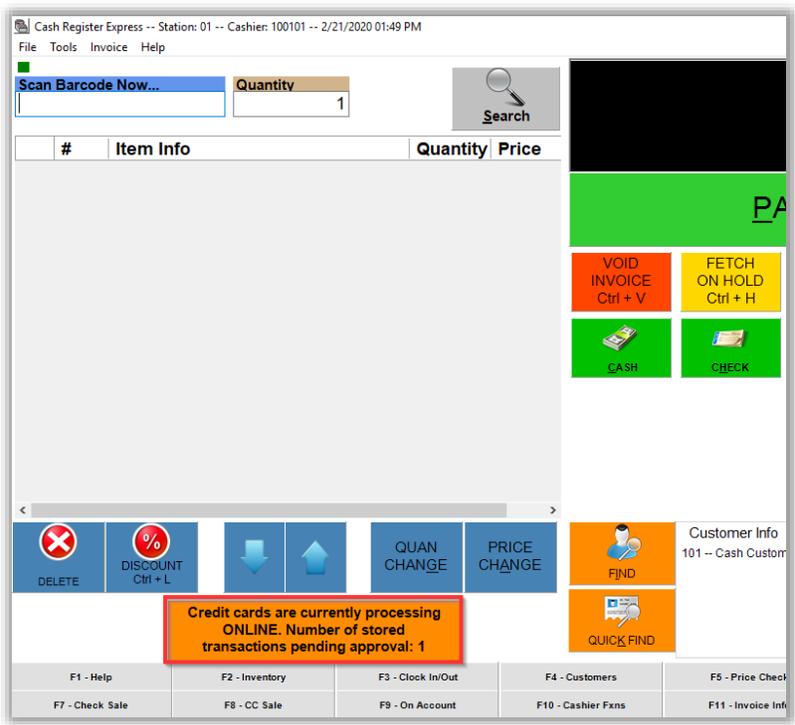


- Go to the **Payment Processing** tab. Under **Payment Processor**, you should have either **PAX (TCP/IP Interface)** or **PAX (Serial Interface)**, depending on your setup.

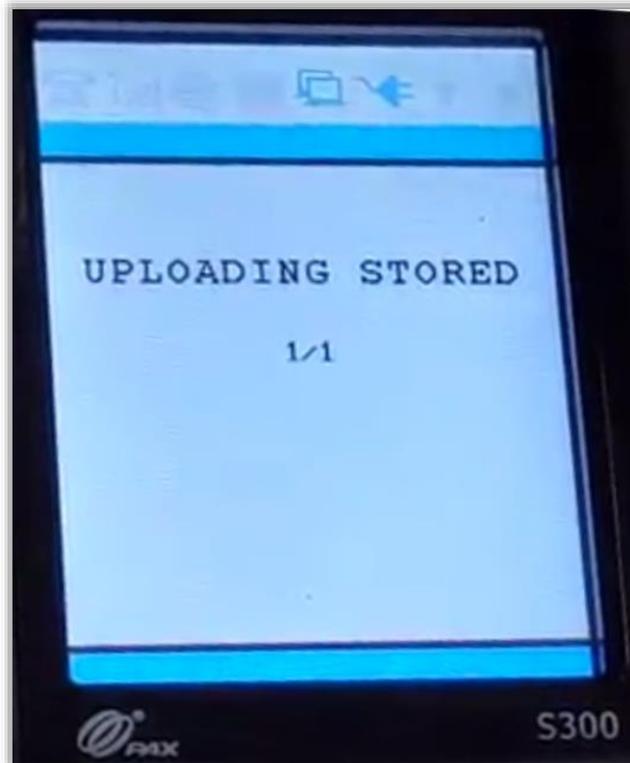


- Uncheck the **Process Offline (Store and Forward)** box and click **Update**.
- Close and restart CRE at **ALL STATIONS** to effect the change.

As CRE processes stored transactions, it will display an orange banner indicating the status and the number of transactions as pictured here:



During the process, the PAX device will also display the activity, as shown here:



In our example, only one transaction was processed in offline mode.

Settlement Reports and Bad Debt

As mentioned in the overview, using offline mode introduces risk of financial loss. In order to account for cases where transactions processed in offline mode are not approved when online mode is restored, CRE has added a **Bad Debt** category to reports, and it assigns this category to failed transactions. Any such amounts will be clearly reflected in settlement reports.

Here are some examples of reports that include **Bad Debt**:

FLASH REPORT

FLASH REPORT

3/31/2020 11:45:00 AM
3/31/2020 11:59:59 PM

SALES TOTALS	
Net Sales	\$10.10
Net Sales - Taxed	\$0.00
Net Sales - NOT Taxed	\$10.10
Exempt Sales	\$0.00
Liability Sold	\$0.00
Taxes	\$0.00
Gross Sales	\$10.10

MEDIA TOTALS	
Cash	\$0.00
Checks	\$0.00
Credit/Debit	\$10.10
EBT	\$0.00
On Account	\$0.00
Mobile Payment	\$0.00
Mobile Offers	\$0.00
Bad Debt	\$10.10

PERFORMANCE STATISTICS

PRINT
EXPORT
EXIT

DETAILED DAILY REPORT

3/31/2020 11:45:00 AM
Printed: 3/31/2020 12:57:37 PM
Cashier: ALL
Restaurant Service w/RPE

SALES TOTALS	
Net Sales	\$10.10
Net Tax	\$0.00
Net Tax 2	\$0.00
Net Tax 3	\$0.00
Net Tax 4	\$0.00
Net Tax 5	\$0.00
Net Tax 6	\$0.00
Grand Total Sales	\$10.10

Net Taxed Sales	\$0.00
Net Non-Taxed Sales	\$10.10
Net Tax Exempt Sales	\$0.00
Grand T + GC/SC/Tips	\$10.10
Grand T + GC/SC/Tips - DISC for GC	\$10.10

BREAKDOWN BY PAYMENT TYPE

Cash	\$0.00
Check	\$0.00
Total Cash + Checks	\$0.00
Total On Account	\$0.00
Total Debit Cards	\$0.00
Discover 1	\$10.10
Bad Debt	\$10.10
Total Credit Cards	\$10.10
Total Mobile Payment	\$0.00
Total Mobile Offers	\$0.00
Gift Cards Issued	\$0.00
Food Stamps	\$0.00

Breakdown by Categories

NONE - NONE	\$10.10
1 items sold --	\$10.10
Total Cat Line Disc:	\$0.00
Net Cat Sales:	\$10.10
Total All Cats:	\$10.10
Total Coupons:	\$0.00
Total Cat Line Disc:	\$0.00
Net All Cats:	\$10.10

BREAKDOWN BY DEPARTMENT

Department ID: NONE -- NONE	\$10.10
Total Dept Line Disc:	\$0.00
Total Dept Sales:	\$10.10
Net Dept Sales:	\$10.10
Dept Item Count:	1
Total All Depts:	\$10.10
Total Coupons:	\$0.00
Total Line Discounts:	\$0.00
Net All Depts:	\$10.10
Total Item Count:	1

Financial Summary

Page

Sales Totals			
Net Sales	\$10.10		
Net Tax	\$0.00		
Net Tax 2	\$0.00		
Net Tax 3	\$0.00		
Net Tax 4	\$0.00		
Net Tax 5	\$0.00		
Net Tax 6	\$0.00		
Grand Total	\$10.10		
Gift Cards Sold	\$0.00		
Store Credits Issued	\$0.00		
Grand Total + Gift Cards/Tips	\$10.10		
Discount For GC	\$0.00		
GT - DISC for GC	\$10.10		
Total Payouts	\$0.00		
Total Pickups	\$0.00		
Total Deposit	\$0.00		
Remaining	\$10.10		
Sale Types			
Total Voided Sales	\$0.00		
Net Taxed Sales	\$0.00		
Net Non-Taxed Sales	\$10.10		
Net Tax Exempt Sales	\$0.00		
Payment Types			
Cash	\$0.00		
Check	\$0.00		
Total Cash + Checks	\$0.00		
On Account	\$0.00		
Total Debit Cards	\$0.00		
Discover 1	\$10.10		
BadDebt	\$10.10		
Total Credit Cards:1	\$10.10		
Expected Deposit Breakdown			
Total Cash Sales	\$0.00		
Total Debit/EBT Cashback	\$0.00		
Total AR Cash Payments	\$0.00		
Total Cash Payouts	\$0.00		
Total Expected Cash	\$0.00		
Total Check Sales	\$0.00		
Total AR Check Payments	\$0.00		
Total Expected Checks	\$0.00		
Total Expected Deposit	\$0.00		

Sales Breakdown			
Cat: NONE			
Dept: NONE	\$10.10	1	\$10.10
NONE Subtotal: 1 \$10.10			
Dept % of Total Sales: 100.000%			
NONE Subtotal: 1 \$10.10			
Cat % of Total Sales: 100.000%			
CATEGORIES TOTAL:		1	\$10.10